

DIR Communication Technology Services (CTS)

Contact: Telecom.solutions@dir.texas.gov

(877) 472-4848 option 4

SERVICE DETAILS

Vendor: Hughes Network Services, LLC.

Vendor website: <http://government.hughes.com/contracts/tex-an-ng>

Service Area: Data

Category: SoHo

Small Office/Home Office (SOHO)

Hughes' SOHO Internet service delivers a secure, reliable broadband connection around the clock. High-speed internet is delivered over satellite utilizing two-way technology to link users' computers to the internet. There are seven plans to choose from depending on the user business needs with download speeds up to 5 Mbps.

* This is a Hughes billed service

SERVICE DELIVERY SLA

Quote Request

1 Business Day

Installation Interval

30 Business Days

Disconnect Interval

30 Business Days

Service Term

12 Months

PERFORMANCE SLA

Availability

Greater than 99%

Mean Time to Repair (MTTR)

3 Hours / Instance

Latency

Average round-trip transmission of 875 milliseconds or less.

* MTTR does not include travel time or time to update status between DIR and Vendor.

CUSTOMER RESPONSIBILITY

Customer must provide:

- a) roof space for the antenna
- b) space and power for the indoor (router) equipment.

* The indoor (router) equipment is normally located inside the building. The satellite is typically mounted on the roof of the home or small office.



only). Includes standard installation. Term is one year service agreement with business internet plan. Maximum speeds Up To: 250kbps up/1500 kbps down and daily allowance is 350MB. HNS provided Tier 1/Tier 2 and Tier 3 support included. This service plan does not include Static Routable IP Address. This service plan requires 12 month commitment.

Connect 150 Plus

Internet Service Plan

\$94.29

\$1,361.09

Customer equipment for use with a HughesNet Business Internet Service Plan. (HN9000 Minimum .98m antenna) – Connect and Express plans only). Includes standard installation. Term is one year service agreement with business internet plan. Maximum speeds Up To: 250kbps up/1500 kbps down and daily allowance is 400MB. HNS provided Tier 1/Tier 2 and Tier 3 support included. This service plan does not include Static Routable IP Address. This service plan requires 12 month commitment.

Express 200

Internet Service Plan

\$115.24

\$1,361.09

Customer equipment for use with a HughesNet Business Internet Service Plan. (HN9000 Minimum .98m antenna) – Connect and Express plans only). Includes standard installation. Term is one year service agreement with business internet plan. Maximum speeds Up To: 300kbps up/2000 kbps down and daily allowance is 450MB. HNS provided Tier 1/Tier 2 and Tier 3 support included. This service plan does not include Static Routable IP Address. This service plan requires 12 month commitment.

Express 200 Plus

Internet Service Plan

\$125.73

\$1,361.09

Customer equipment for use with a HughesNet Business Internet Service Plan. (HN9000 Minimum .98m antenna) – Connect and Express plans only). Includes standard installation. Term is one year service agreement with business internet plan. Maximum speeds Up To: 300kbps up/2000 kbps down and daily allowance is 500MB. HNS provided Tier 1/Tier 2 and Tier 3 support included. This service plan does not include Static Routable IP Address. This service plan requires 12 month commitment.

Express 300

Internet Service Plan

\$209.55

\$1,361.09

Customer equipment for use with a HughesNet Business Internet Service Plan. (HN9000 Minimum .98m antenna) – Connect and Express plans only). Includes standard installation. Term is one year service agreement with business internet plan. Maximum speeds Up To: 512kbps up/3000 kbps down and daily allowance is 850MB. HNS provided Tier 1/Tier 2 and Tier 3 support included. Service is subject to performance listed in Section 2.3. This service plan does not include Static Routable IP Address. This service plan requires 12 month commitment.

Express 300 Plus

Internet Service Plan

\$261.93

\$1,361.09

Customer equipment for use with a HughesNet Business Internet Service Plan. (HN9000 Minimum .98m antenna) – Connect and Express plans only). Includes standard installation. Term is one year service agreement with business internet plan. Maximum speeds Up To: 512kbps up/3000 kbps down and daily allowance is 1100MB. HNS provided Tier 1/Tier 2 and Tier 3 support included. Service is subject to performance listed in Section 2.3. This service plan does not include Static Routable IP Address. This service plan requires 12 month commitment.

Express 500

Internet Service Plan

\$366.71

\$1,361.09

Customer equipment for use with a HughesNet Business Internet Service Plan. (HN9000 Minimum .98m antenna) – Connect and Express plans only). Includes standard installation. Term is one year service agreement with business internet plan. Maximum speeds Up To: 1024kbps up/5000 kbps down and daily allowance is 850MB. HNS provided Tier 1/Tier 2 and Tier 3 support included. This service plan does not include Static Routable IP Address. This service plan requires 12 month commitment.

This service plan requires 12 month commitment.

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| Connect 150 | Internet Service Plan | \$83.81 | \$1,174.13 | Customer equipment for use with a HughesNet Gen4 Business Internet Service Plan. (HN9000 Minimum .98m antenna) – Connect and Express plans only). Includes standard installation. Term is one year service agreement with connect and express service plan. Connect 150 - Maximum speeds Up To: 250kbps up/1500 kbps down and daily allowance is 350MB. HNS provided Tier 1/Tier 2 and Tier 3 support included. This service plan does not include Static Routable IP Address. Plans only available on the Spaceway satellite(where EchoStar XVII satellite are not available) . Certain geographical areas are not covered by this satellite. This service plan requires 12 month commitment. |
| Connect 150 Plus | Internet Service Plan | \$94.29 | \$1,174.13 | Customer equipment for use with a HughesNet Gen4 Business Internet Service Plan. (HN9000 Minimum .74m antenna) – Connect and Express plans only). Includes standard installation. Term is one year service agreement with connect and express service plan. Connect 150 plus - Maximum speeds Up To: 250kbps up/1500 kbps down and daily allowance is 400MB. HNS provided Tier 1/Tier 2 and Tier 3 support included. This service plan does not include Static Routable IP Address. Plans only available on the Spaceway satellite(where EchoStar XVII satellite are not available) . Certain geographical areas are not covered by this satellite. This service plan requires 12 month commitment. |
| Express 200 | Internet Service Plan | \$115.24 | \$1,174.13 | Customer equipment for use with a HughesNet Gen4 Business Internet Service Plan. (HN9000 Minimum .74m antenna) – Connect and Express plans only). Includes standard installation. Term is one year service agreement with connect and express service plan. Express 200 - Maximum speeds Up To: 300kbps up/2000 kbps down and daily allowance is 450MB. HNS provided Tier 1/Tier 2 and Tier 3 support included. This service plan does not include Static Routable IP Address. Plans only available on the Spaceway satellite(where EchoStar XVII satellite are not available) . Certain geographical areas are not covered by this satellite. This service plan requires 12 month commitment. |
| Express 200 Plus | Internet Service Plan | \$125.73 | \$1,174.13 | Customer equipment for use with a HughesNet Gen4 Business Internet Service Plan. (HN9000 Minimum .74m antenna) – Connect and Express plans only). Includes standard installation. Term is one year service agreement with connect and express service plan. Express 200 plus - Maximum speeds Up To: 300kbps up/2000 kbps down and daily allowance is 500MB. HNS provided Tier 1/Tier 2 and Tier 3 support included. This service plan does not include Static Routable IP Address. Plans only available on the Spaceway satellite(where EchoStar XVII satellite are not available) . Certain geographical areas are not covered by this satellite. This service plan requires 12 month commitment. |
| Express 300 | Internet Service Plan | \$209.55 | \$1,174.13 | Customer equipment for use with a HughesNet Gen4 Business Internet Service Plan. (HN9000 Minimum .74m antenna) – Connect and Express plans only). Includes standard installation. Term is one year service agreement with connect and express service plan. Express 300 - Maximum speeds Up To: 512kbps up/3000 kbps down and daily allowance is 850MB. HNS provided Tier 1/Tier 2 and Tier 3 support included. This service plan does not include Static Routable IP Address. Plans only available on the Spaceway satellite(where EchoStar XVII satellite are not available) . Certain geographical areas are not covered by this satellite. This service plan requires 12 month commitment. |

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| Express 500 Plus | Internet Service Plan | \$419.11 | \$1,174.13 | Maximum speeds Up To: 1024kbps up/5000 kbps down and daily allowance is 1100MB. HNS provided Tier 1/Tier 2 and Tier 3 support included. This service plan does not include Static Routable IP Address. Plans only available on the Spaceway satellite (where EchoStar XVII satellite are not available) . Certain geographical areas are not covered this satellite. This service plan requires 12 month commitment. |
| Business 50 | Internet Service Plan | \$73.33 | \$1,174.13 | Gen4 Business Internet service. Requires HN9000 , 0.74m antenna & 1W radio. Business 50 - Download Speed Up to 5 Mbps Upload Speed Up to 1 Mbps Data Allowance (Business - Anytime: 10:01am – 1:59am) 5 GB Data Allowance (Business - Bonus Bytes: 2am–10am) 10 GB Monthly Total Data Allowance is 15 GB. Anti-Virus (up to 3 PCs) included with service plan Hughes provided Tier 1/Tier 2 and Tier 3 support included. Service is subject to performance as listed in Section 2.3. This service plan does not include Static Routable IP Address. This service plan requires 12 month commitment. Plans only available on the Spaceway satellite (where EchoStar XVII satellite are not available) . Certain geographical areas are not covered this satellite. |
| Business 100 | internet | \$83.81 | \$1,174.13 | Gen4 Business Internet service. Requires HN9000 , (where EchoStar XVII satellite are not available) .74m antenna & 1W radio. Business 100 - Download Speed Up to 5 Mbps Upload Speed Up to 1 Mbps Data Allowance (Business - Anytime: 10:01am – 1:59am) 10 GB Data Allowance (Business - Bonus Bytes: 2am–10am) 15 GB Monthly Total Data Allowance is 25 GB. Anti-Virus (up to 3 PCs) included with service plan Hughes provided Tier 1/Tier 2 and Tier 3 support included. This service plan does not include Static Routable IP Address. This service plan requires 12 months commitment. Plans only available on the Spaceway satellite (where EchoStar XVII satellite are not available) . Certain geographical areas are not covered this satellite. |
| Business 200 | Internet Service Plan | \$83.81 | \$1,174.13 | Customer equipment for use with a HughesNet Business Internet Service Plan. Includes HT1000, .74m antenna, 1W radio & standard enterprise installation. This discounted Hardware price requires minimum 12 month commitment of HughesNet Gen4 Service Plans. Plans only available on EchoStar XVII satellite. Certain geographical areas are not covered by this satellite. Business 200 - Download Speed Up to 10 Mbps Upload Speed Up to 1 Mbps Data Allowance (Business - Anytime: 10:01am – 1:59am) 10 GB Data Allowance (Business - Bonus Bytes: 2am–10am) 15 GB Monthly Total Data Allowance is 25 GB. Anti-Virus (up to 3 PCs) included with service plan Hughes provided Tier 1/Tier 2 and Tier 3 support included. This service plan does not include Static Routable IP Address. This service plan requires 12 months commitment. Plans only available on the EchoStar XVII satellite. Certain geographical areas are not covered by this satellite |

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| Access 100 | HN-Ka Internet Access | \$62.86 | \$1,361.09 | <p>Gen4 Business Internet service. Requires HN9000 with .98m antenna & 1W radio. Download Speed Up to 5 Mbps Upload Speed Up to 1 Mbps Business Period Usage (Business Period: 8am - 6pm) 5 GB Anytime usage 5 GB Hughes provided Tier 1/Tier 2 and Tier 3 support included. Service is subject to performance as listed in Section 2.3. This service plan does include Static Routable IP Address. This service plan requires 12 month commitment. Plan is only available on the EchoStar XVII or Spaceway 3 satellites.</p> |
| Access 100 | HN-Ka Internet Access | \$62.86 | \$1,285.41 | <p>Gen4 Business Internet service. Requires HT1100 with .98m antenna & 1W radio. Download Speed Up to 5 Mbps Upload Speed Up to 1 Mbps Business Period Usage (Business Period: 8am - 6pm) 5 GB Anytime usage 5 GB Hughes provided Tier 1/Tier 2 and Tier 3 support included. Service is subject to performance as listed in Section 2.3. This service plan does include Static Routable IP Address. This service plan requires 12 month commitment. Plan is only available on the EchoStar XVII or Spaceway 3 satellites.</p> |
| Access 200 | HT-Ka Internet Access | \$83.81 | \$1,361.09 | <p>Gen4 Business Internet service. Requires HN9000 with .98m antenna & 1W radio. Download Speed Up to 5 Mbps Upload Speed Up to 1 Mbps Business Period Usage (Business Period: 8am - 6pm) 20 GB Anytime usage 5 GB Hughes provided Tier 1/Tier 2 and Tier 3 support included. Service is subject to performance as listed in Section 2.3. This service plan does include Static Routable IP Address. This service plan requires 12 month commitment. Plan is only available on the Spaceway 3 satellite.</p> |
| Select 100 | HT-Ka Internet Access | \$83.81 | \$1,285.41 | <p>Gen4 Business Internet service. Requires HT1100 with .98m antenna & 1W radio. Download Speed Up to 10 Mbps Upload Speed Up to 1 Mbps Business Period Usage (Business Period: 8am - 6pm) 20 GB Anytime usage 10 GB Hughes provided Tier 1/Tier 2 and Tier 3 support included. Service is subject to performance as listed in Section 2.3. This service plan does include Static Routable IP Address. This service plan requires 12 month commitment. Plans only available on the EchoStar XVII satellite. Certain geographical areas are not covered by this satellite</p> |
| Select 200 | HT-Ka Internet Access | \$104.78 | \$1,285.41 | <p>Gen4 Business Internet service. Requires HT1100 with .98m antenna & 1W radio. Download Speed Up to 10 Mbps Upload Speed Up to 2 Mbps Business Period Usage (Business Period: 8am - 6pm) 30 GB Anytime usage 10 GB Hughes provided Tier 1/Tier 2 and Tier 3 support included. Service is subject to performance as listed in Section 2.3. This service plan does include Static Routable IP Address. This service plan requires 12 month commitment.</p> |

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| Static IP (5) | HT-Ka Internet Access | \$52.40 | | Two static IP addresses. For use with the Hughes HN9000 and Access 100 and Access 200 plans only. Requires a 12-month commitment. |
| Token, 2GB | HT-Ka Internet Access | \$16.64 | | Token is a set amount of bandwidth or additional data allowance. Requires HN9000 or HT1100 and Access 100/200, Select 100-400 service plans. Includes additional 2GB data allowances. |
| Token, 5GB | HT-Ka Internet Access | \$36.40 | | Token is a set amount of bandwidth or additional data allowance. Requires HN9000 or HT1100 and Access 100/200, Select 100-400 service plans. Includes additional 5GB data allowances. |
| Token, 10GB | HT-Ka Internet Access | \$62.40 | | Token is a set amount of bandwidth or additional data allowance. Requires HN9000 or HT1100, Access 100/200, or Select 100-400 service plans. Includes additional 10GB data allowances. |
| Token - 500MB - Token is a set amount of bandwidth or additional data allowance. This includes additional 500MB data allowances. Tokens are available to customers who order the HT1000 and associated HT-KA internet service plan. | Token is a set amount of bandwidth or additional data allowance. This includes additional 500MB data allowances. | \$5.20 | | |
| Token - 1GB - Token is a set amount of bandwidth or additional data allowance. This includes additional 1GB data allowances. Tokens are available to customers who order the HT1000 and associated HT-KA internet service plan. | Token is a set amount of bandwidth or additional data allowance. This includes additional 1GB data allowances. | \$9.36 | | |

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| Service - Same Day 24 x 7 | | \$27.09 | | Field Service – Coverage Hours are 8:00AM to 5:00PM local time, 365 days per year. |
| (Optional) Field Service - Same Day 24 x 7 | | \$29.68 | | Field Service – Coverage Hours are 24 hours per day, 365 days per year. |
| Remote Field Service, Hourly Charge | | \$129.15 | | Hourly labor rate for field service technician for work during standard business hours. Only applies if customer does not have a maintenance plan. |
| Remote Field Service, Hourly Charge | | \$155.86 | | Hourly labor rate for field service technician for work not during standard business hours. Only applies if customer does not have a maintenance plan. |
| Remote Field Service, Trip Charge | | \$164.78 | | Trip charge for field service technician to visit customer site. Only applies if customer does not have a maintenance plan. |
| (Optional) 1 Static IP Address | | \$9.43 | | |
| (Optional) 5 Static IP Address | | \$28.10 | | |
| Expedited Installation Charge | | \$311.74 | | Incremental charge for installation requested with less than (15) business days notice. |
| Early Termination Charge (prior to 12 months) | | \$267.21 | | All service plan agreements are 12 month term. |
| Access | SOHO Service Type | MRC | NRC | NRC Description |

Move, Add, Change Services (MAC)

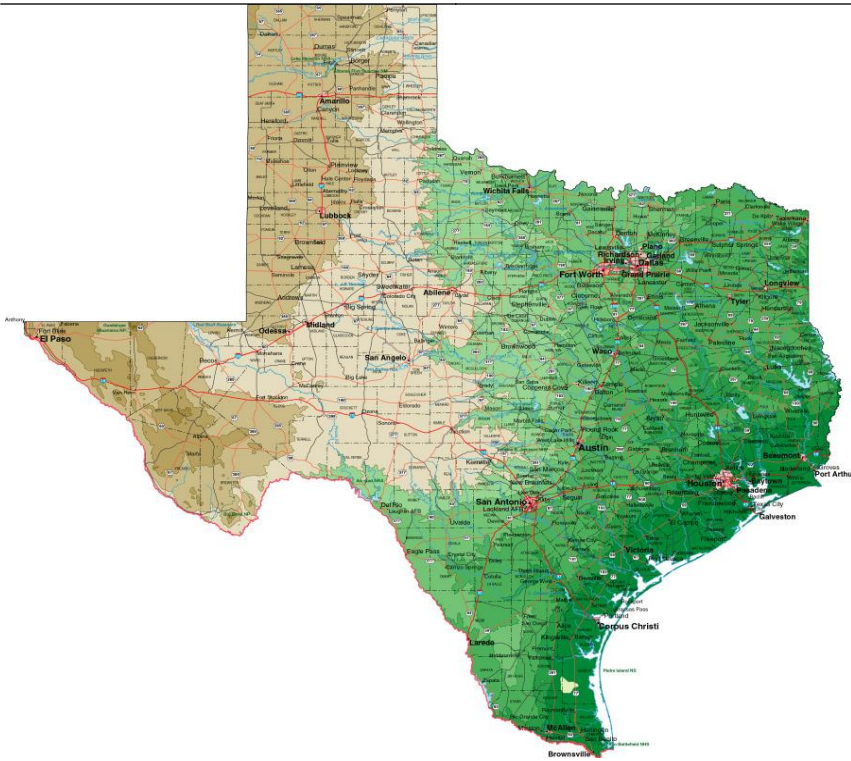
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| Site survey | Labor | | \$311.74 | Site survey to determine the time and materials to install HughesNet equipment. Quotation provided from results of survey. |
| Standard Fixed VSAT Installation : 98/120 | Labor | | \$801.61 | Standard Fixed HughesNet equipment Installation for sites requiring .98m and 1.2 meter antenna systems in the lower 48 states. |
| Standard Fixed VSAT Installation : 180 | Labor | | \$1,367.45 | Standard Fixed HughesNet equipment Installation for sites requiring 1.8 meter antenna systems in the lower 48 states. |
| Standard Fixed VSAT De-installation : 98/120 | Labor | | \$424.38 | Standard Fixed HughesNet equipment De-installation for sites requiring .98m and 1.2 meter antenna systems in the lower 48 states. |
| Standard Fixed VSAT De-installation : 180 | Labor | | \$707.30 | Standard Fixed HughesNet equipment De-installation for sites requiring 1.8 meter antenna systems in the lower 48 states. |
| Re-install .98m/1.2m antenna | Labor | | \$754.02 | Standard Fixed VSAT Re-installation .98m/1.2m |
| Re-install 1.8m antenna | Labor | | \$1,273.13 | Standard Fixed VSAT Re-installation 1.8m |

Incremental charge for customer requested/required pole mount with height 11 – 15 feet. Cable run from antenna to indoor unit up to 150 feet with no trenching or excavation.

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| Re-pointing/Re-cross-polarization of VSAT antenna | Labor | | \$311.74 | Charge to repoint/repolarize the antenna at the same customer location |
| Move indoor electronics - VSAT | Labor | | \$311.74 | same point of entry and cable will be used |
| Move indoor electronics - VSAT | Labor | | \$356.27 | new point of entry and cable is required |
| Upgrade indoor electronics or outdoor electronics - VSAT | Labor | | \$311.74 | Does not include hardware |
| Upgrade indoor electronics and outdoor electronics - VSAT | Labor | | \$356.27 | Does not include hardware |
| Aborted or Cancelled Installation: VSAT | Labor | | \$267.21 | This charge only applies in cases where the installation has been cancelled by Customer within seven (7) days of the scheduled installation. |
| Dedicated twisted pair line install extra cost > 100' | Labor | | \$1.11 | Additional Cat 5 data cable installed > 100' |
| Service Plan Change (Upgrade/Downgrade) Fee | Labor | | \$311.74 | Charge to change from one service plan to another. Requires technician visit to customer's location to de-commission the old service plan and re-commission the new service plan. |
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* NOTE: DIR Customers under Agreement in the current DIR Contract No. HNS-103 will be charged the same pricing for the services being provided by Hughes Network Services, LLC. as of May 11, 2011. These Customers will not be charged additional NRC or MRC pricing unless they are requesting upgrades to current services or new services

- MRC – Monthly Recurring Charge
- NRC – Non-Recurring Cost



Service is available
anywhere in the State of
Texas with unobstructed
line of sight to the satellite.